

Performance Indicators

Activity	2000		
	1999 Actual	Estimated	2001 Proposed
Fair Housing			
Complaints filed under KCC 12.20	7	10	9
Complaints resolved	10	20	15
Inquiries handled *	853	900	700
Technical assistance	10	5	12
Fair Employment			
Complaints filed under KCC 12.18	21	28	28
Complaints resolved	25	30	28
Inquiries handled	459	550	600
Technical assistance	16	4	6
Public Accommodation			
Complaints filed under KCC 12.22	0	1	1
Complaints resolved	0	1	1
Inquiries handled	45	40	30
Combined Totals			
Complaints filed	28	39	38
Complaints resolved	35	51	44
Inquiries handled	1357	1490	1330
504/ADA Compliance			
Technical Assistance	535	700	750
Information/Referral	330	500	500
On-Site Reviews	20	15	15
Access Awareness Training Conducted	10	12	15
Community Workshops/Conferences	5	6	5
504/ADA Grievances			
Grievance Filed	8	3	4
Grievances Resolved	10	3	4